

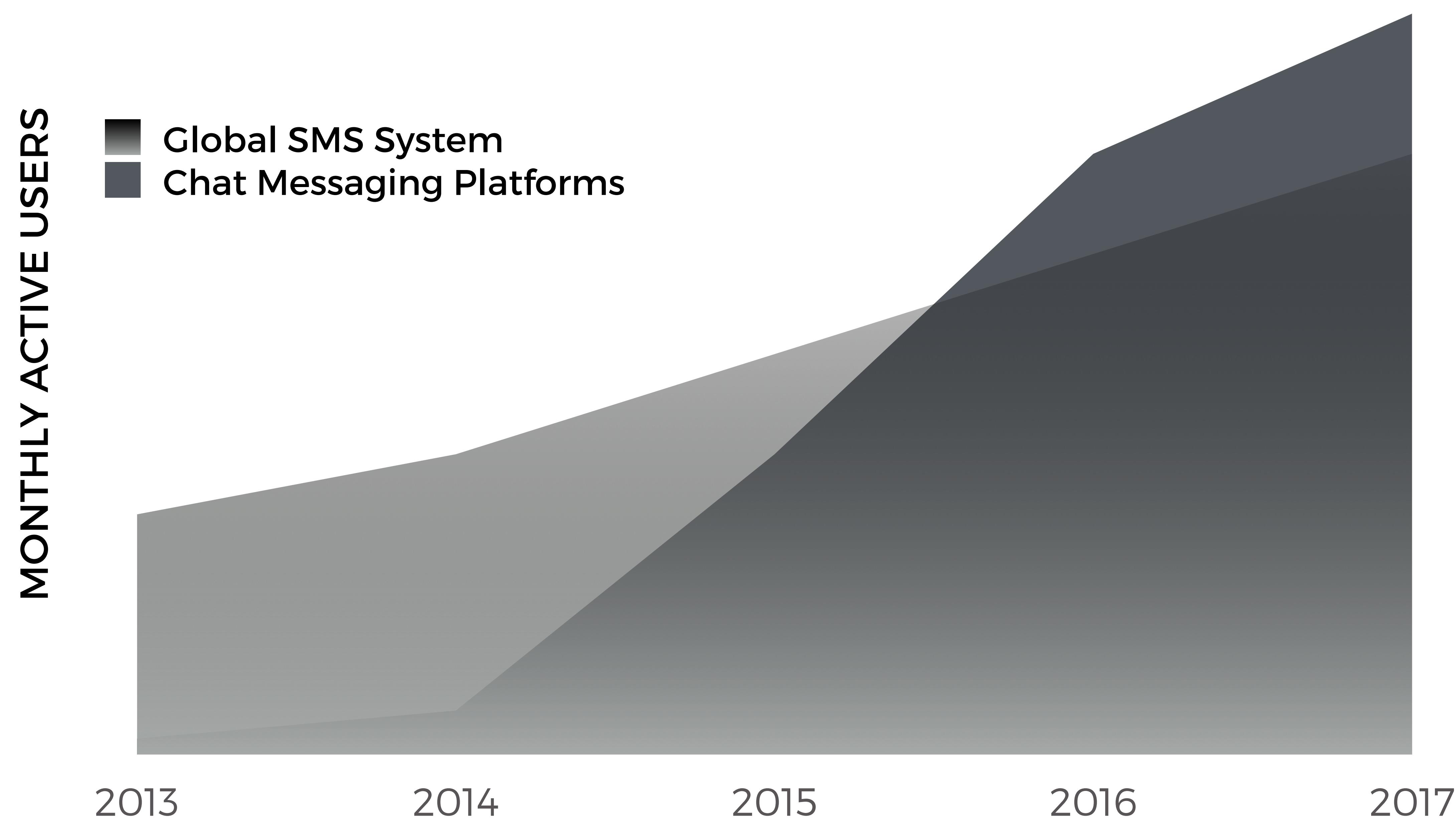
**EMAIL IS  
DEAD.  
SMS IS DEAD.  
APPS ARE SO  
PASSE.**

**CHAT, IS THE  
FUTURE.**



# WHY CHAT

Chat Applications have overtaking social media in terms of the number of times they are used. Studies show that on average, these apps are opened 34 times per day.



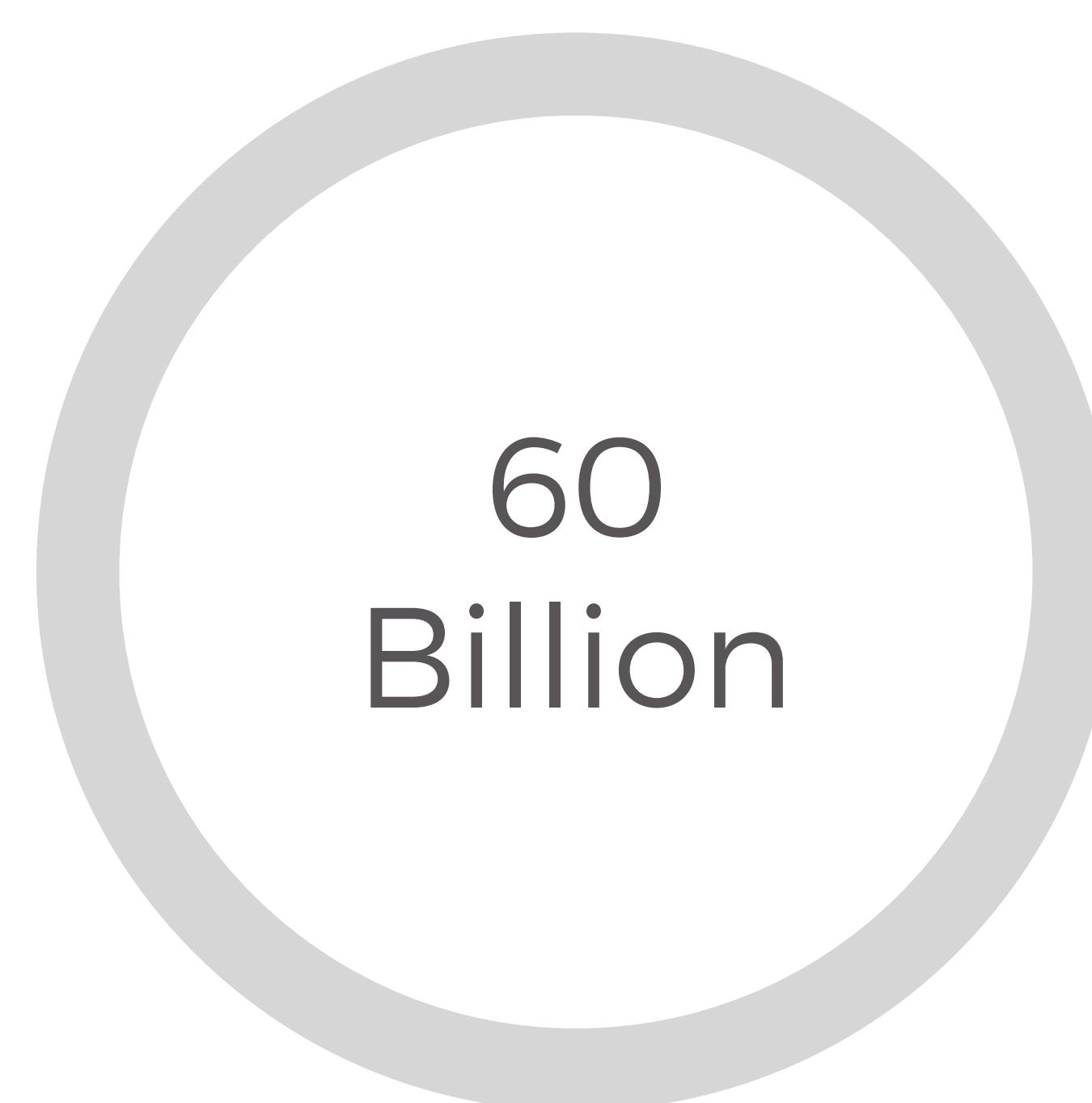
## CHAT VS. SMS

The numbers below (from worldwide survey conducted in the year 2017) are testimony to the fact that Chat, is the Future.



### SMSs

22 Billion texts are sent every day worldwide.



### Top 2 Chat Platforms

60 Billion messages are sent everyday over the two largest chat platforms. This is almost 3x more than number of SMSs.

# SPEAK.

**AUTOMATED CHATBOTS BUILT ONTO ANY WORLD LEADING CHAT PLATFORM.**

## FLOCK RESPONSE

Connect to any chat platform and convert it into a Bot for your business.

From providing the basics, like store location and opening times to conduction commerce and making bookings, our bots are capable of a multitude of tasks.

### SAVE COST

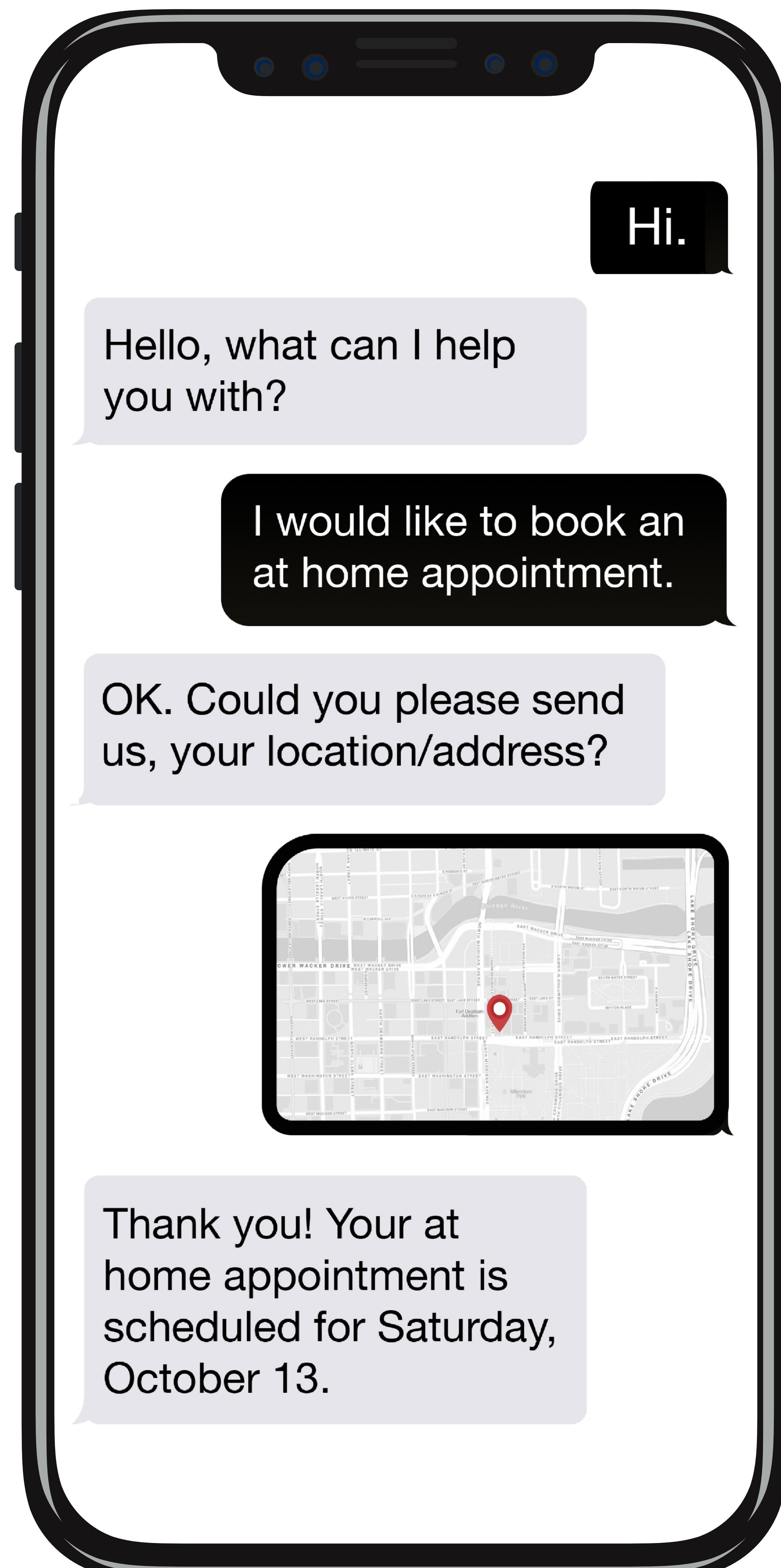
A single script accessible on all phones, lower training costs, and 24/7 availability.

### IMPROVE CUSTOMER EXPERIENCE

Lighting fast results catered just to you available to you in a personalised way.

### DATA AND ANALYTICS

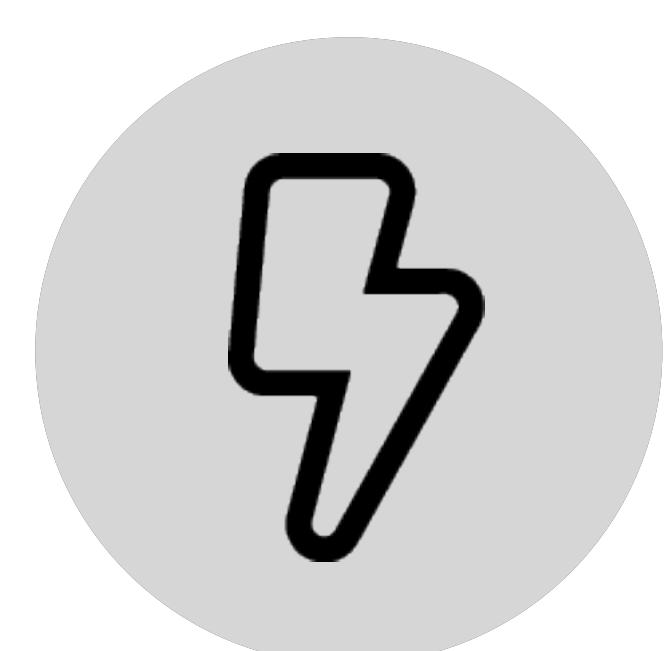
Spot trends and gain data that you would never have seen before



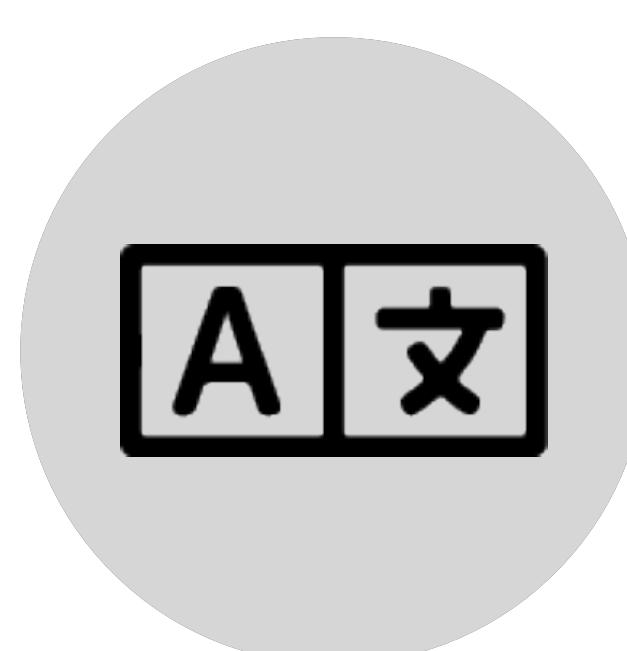
# PRODUCT SPECIFICATIONS

## FLOCK RESPONSE

To put it simply, our technology turns any chat application into a chatbot. All your customers need to interact with you, is a phone number/chat handle.



**200MS PER RESPONSE**



**MULTILINGUAL WITH AUTO TRANSLATE**



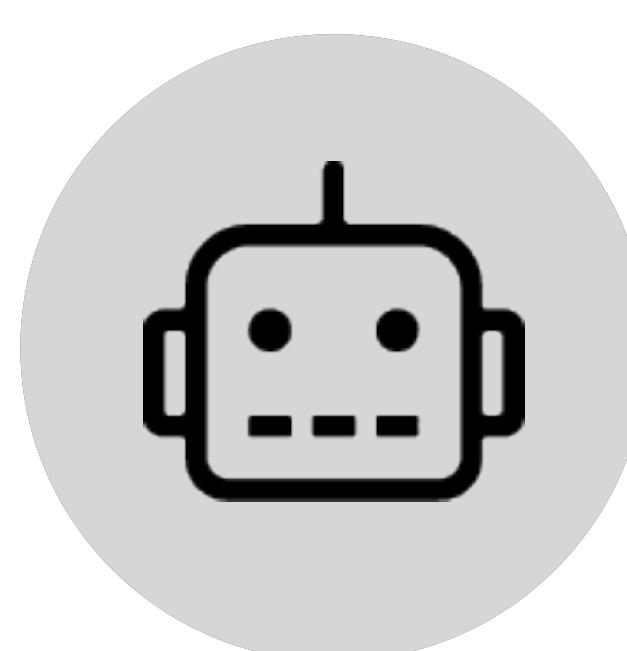
**HUGE COST SAVINGS**



**API INTEGRATION FOR CUSTOM DATA**



**24/7 ALWAYS ONLINE**



**MACHINE LEARNING**

Your customers are on chat. Be there for them.

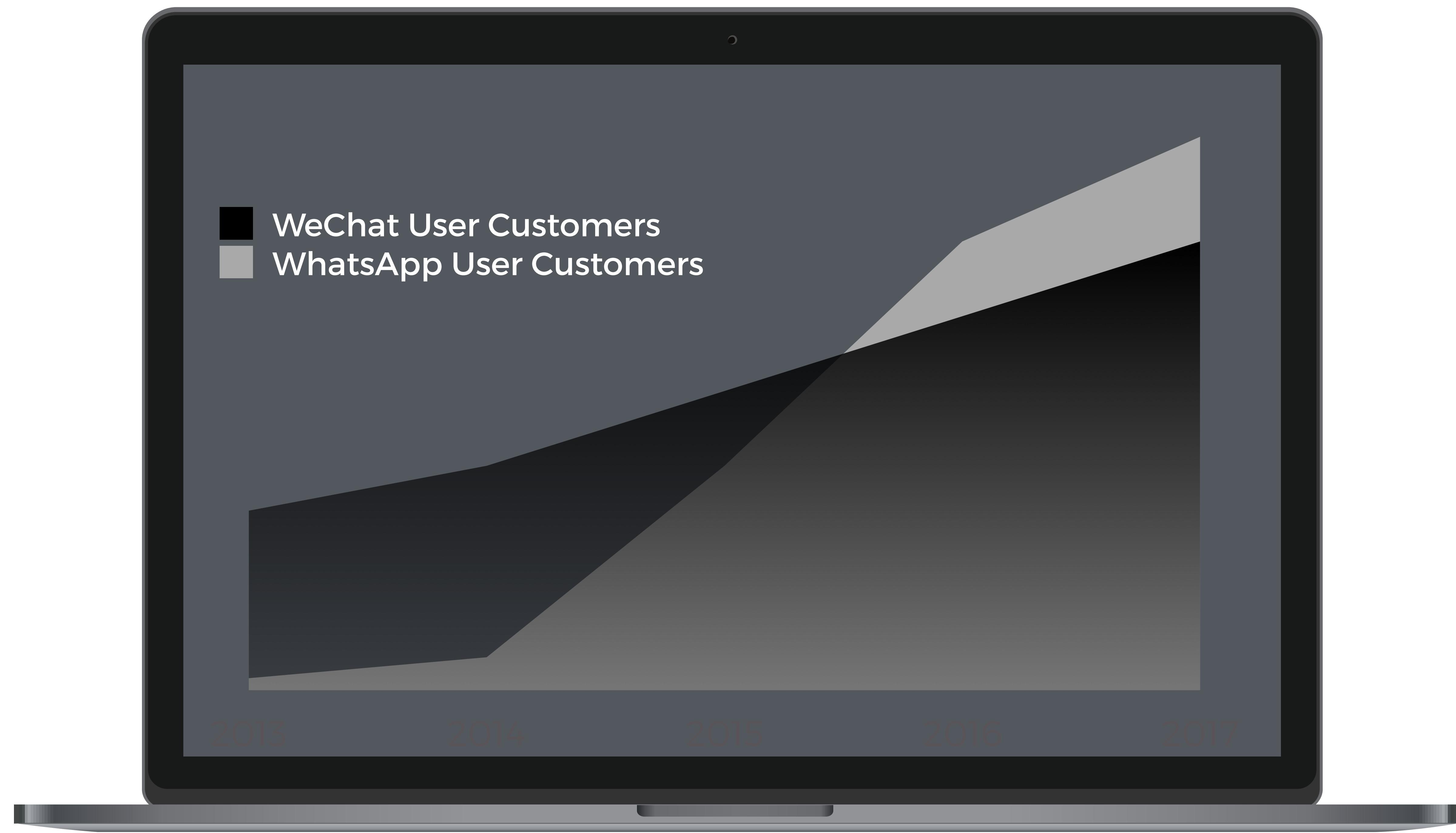
All your responses are fully programmable to certain keywords. and our bot can learn over time. We can pull up customer specific data via API and can even translate content based on what language you speak in.

The product gives you huge cost saving and is online 24/7.

# **LISTEN.**

**ANALYSE AND PROCESS HUGE AMOUNTS  
INCOMING CHAT DATA TO GROW YOUR BUSINESS.**

**FLOCK LISTEN**



All your conversations are recorded by our. You're able to see all this data and process it to gain invaluable insight into your business.

From providing the basics like metrics on usage, we're able to run Natural Language Processors on the content to determine hidden sentiment in chat. We're also able to determine location of incoming chat using a semi proprietary method. Buzzing!

# PRODUCT SPECIFICATIONS

## FLOCK LISTEN

In essence, you can really hear what your customer has to say using some cutting edge AI and machine learning. Why wouldn't you.



**CONVERSATION LOG**



**TRENDS**



**POPULARITY**



**GROUP ANALYTICS**



**NLP SENTIMENT ANALYSIS**



**LOCATION DETECTION**

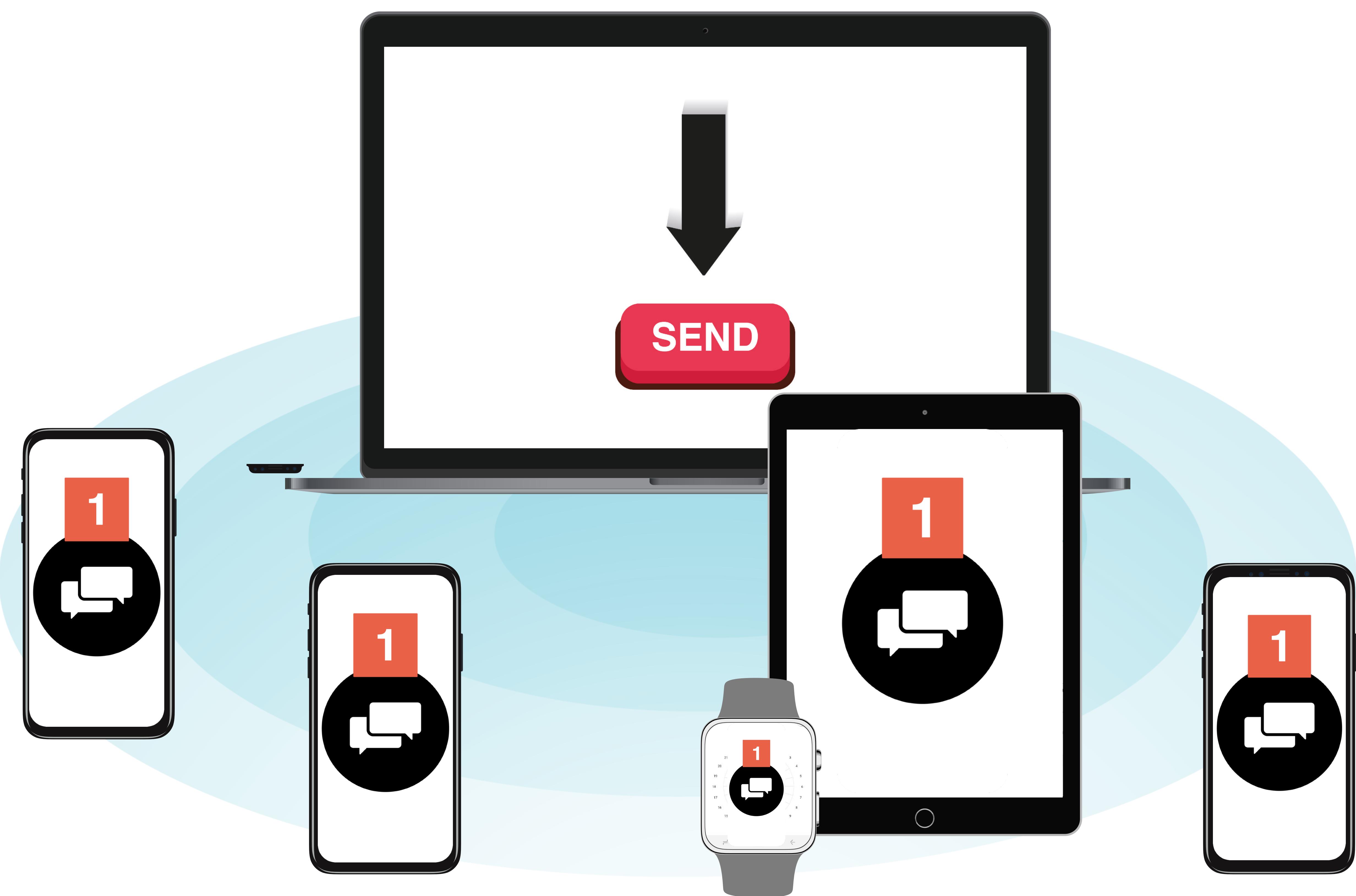
Feedback, to set you apart from the pack.

Spot trends on what products are most popular, where your customers are, when they like to talk, and what their issues really are. Armed with this information, you're bound to succeed.

# BROADCAST.

**CUSTOMERS THAT MESSAGE YOU ONCE,  
CAN NOW BE YOUR FOLLOWERS FOR LIFE.**

## FLOCK PUSH



The simplicity of chat is powerful. When people want to hear what you have to say on a regular basis, you can use this tool to effectively send them “push notifications”, straight to their chat platforms.

People can subscribe for updates, as well as updates just on one category. For example, an e-commerce store can give you updates on all offers or just offers on clothes and books. Customers can choose.

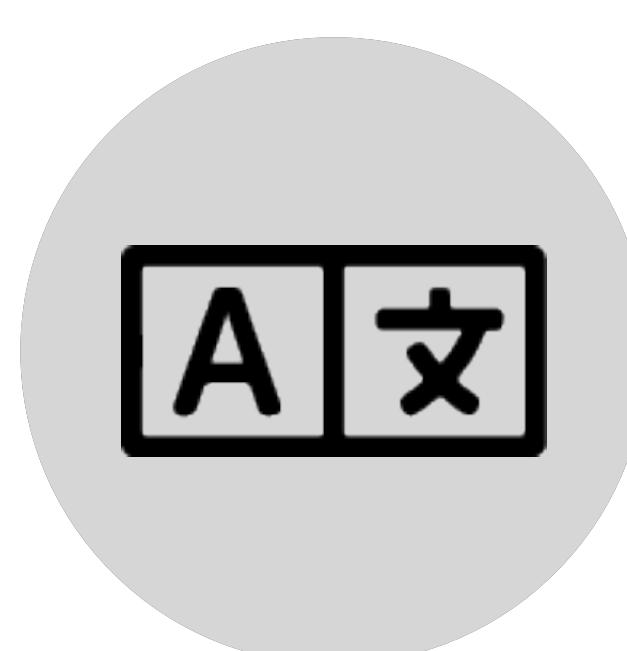
# PRODUCT SPECIFICATIONS

## FLOCK PUSH

Convert your WhatsApp number into a platform for you to publish news and updates to all your followers.



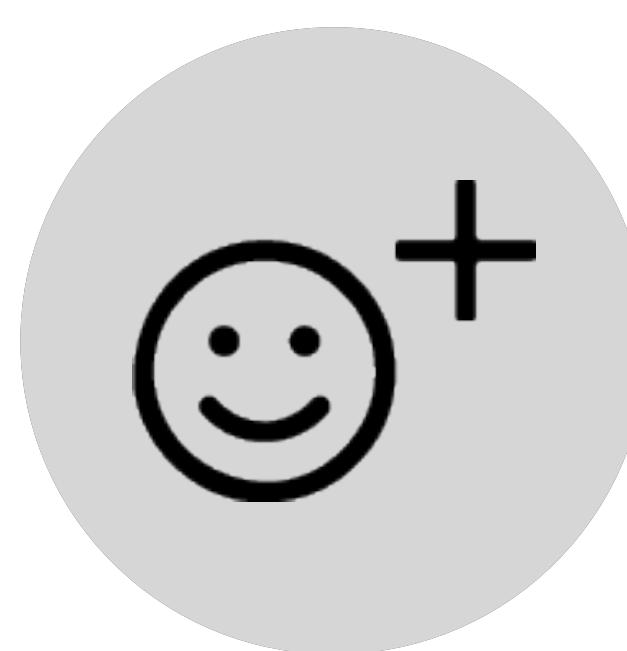
**UNLIMITED  
OUTREACH**



**MULTI LINGUAL**



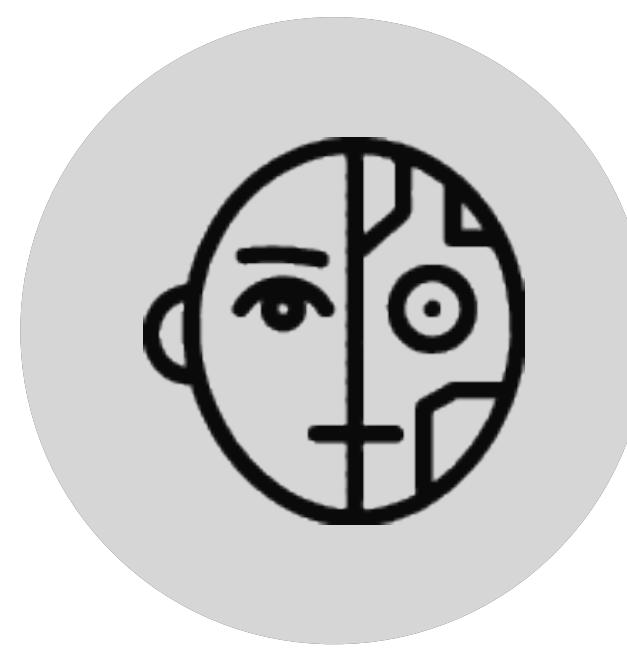
**URLS**



**EMOJIES**



**SCHEDULING**



**HUMANOID  
BEHAVIOR**

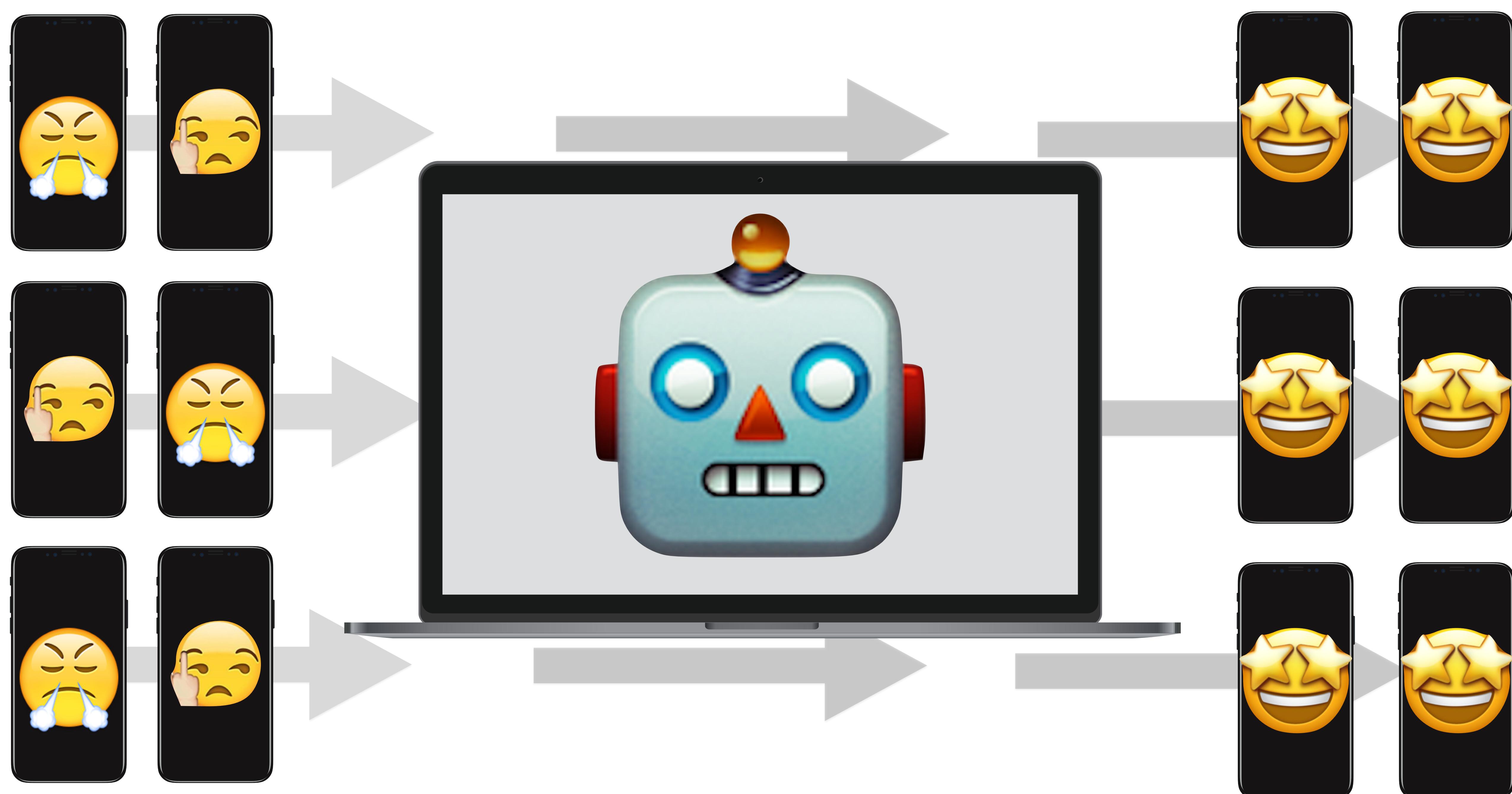
Push the boat out. Win.

Send your Chat subscribers anything and everything you want. Our bot can mimic human behaviour and send follow up messages when needed. You can plan out an entire strategy with our advanced scheduler as well.

# SUPPORT.

**OPEN UP A CHAT BASED SUPPORT LINE.  
IT'S CONVENIENT, EASY, AND SO ELEGANT.**

## FLOCK SUPPORT



Connect to any chat platform and convert it into a Bot for your business.

From providing the basics, like store location and opening times to conduction commence and making bookings, our bots are capable of a multitude of tasks.

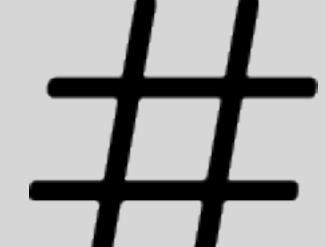
# PRODUCT SPECIFICATIONS

## FLOCK SUPPORT

Design customer support experiences that combine all the advantages of a call centre with a chat platform.



### INFINITE SCALE



### PROGRAMMABLE KEYWORDS



### BOT TO HUMAN TO MANAGER HANDOVER



### ROUND ROBIN DISTRIBUTION



### 24/7



### FRESH DESK INTEGRATION

Help your customers by making it easy.  
Put the rest to shame.

Run an entire call centre on one Chat Platform. It works wonderfully because your customers already have the chat application and love using it. Your existing CRM and support team seamlessly swap over to helping your customer base - where they want it.

# CONNECT.

**SEND CONTENT TO YOUR CURRENT AND WOULD BE CUSTOMERS. INSTANTLY.**

## FLOCK CONNECT

The power of chat - unleashed.

Create campaigns just as you would for email but have them delivered on chat.

### COST EFFECTIVE

Compared to other forms of advertising, the customer acquisition cost is a fractional and the results exponential.

### INCREDIBLE OPEN RATES

Near 100% open rates. Very impressive reply rates with well targeted campaigns.

### DATA AND ANALYTICS

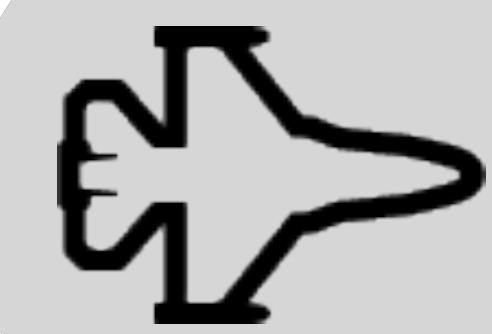
Spot trends and gain data that you would never have seen before



# PRODUCT SPECIFICATIONS

## FLOCK CONNECT

The world chats. Convert a Chat Platform, into content delivery network to the world.



**SPEEDS OF UP TO  
20 MESSAGES/S**



**MULTIMEDIA  
COMPATIBLE**



**SKY HIGH OPEN AND  
RESPONSE RATES**



**URL META  
CONTENT DISPLAY**



**24/7**



**API INTEGRATIONS**

**WE CAN'T  
WAIT TO SEE  
WHAT YOU  
BUILD.** 

All our tools work well with each other.

You can have a bot that does outreach and at the same time collect data and guides customers through an e-commerce flow at the same time, all while fetching real time prices via API.

The possibilities are endless.

# A FEW NOTES

If you've got any questions, feel free to WhatsApp us.

## ENCRYPTION AND DEPLOYMENT

Our tool is deployed on AWS and uses various state of the art encryption methods that comply to the relevant ISO standards. We are also HIPAA compliant.

We can also deploy our system on your servers if needed.

## PRICING

Our pricing structure typically consists of 4 components:

- A One Time Set Up Fee
- A Licence Fee For The Number of Instances/Agents
- A Usage Fee
- An AMC

## LEGALITY

Our toolset is not supported or endorsed in any manner by WhatsApp Inc. WhatsApp Messenger is a proprietary cross-platform Instant Messaging service for Smart-Phones that is owned and provided by WhatsApp Inc.. Our tool works in conjunction with any messaging app and does not breach any terms of service for these apps.

## AIYO LABS PVT LTD

We're based in Bangalore, India. We've got great weather and a mediocre cricket team that we love. You should come visit.